

**RESPONSE UNDER 37 C.F.R. § 1.116  
EXPEDITED PROCEDURE REQUESTED  
EXAMINING GROUP 2143  
PATENT  
Customer No. 32,127  
Attorney Docket No. 99-837 RCE 1**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
)  
Boris S. ELMAN et al. ) Group Art Unit: 2143  
)  
Application No.: 09/539,972 ) Examiner: J. Avellino  
)  
Filed: March 31, 2000 )  
)  
For: GRAPHICAL USER INTERFACE AND )  
METHOD FOR CUSTOMER CENTRIC )  
NETWORK MANAGEMENT )

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FEB 14 2005**

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

**AMENDMENT AFTER FINAL**

In reply to the Final Office Action mailed October 14, 2004, the period for response to which extends through January 14, 2005, and pursuant to 37 C.F.R.

§ 1.116, Applicants propose that this application be amended as follows:

**Amendments to the Claims** are reflected in the listing of claims in this paper.

**Remarks** follow the amendment section of this paper.



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**FEB 14 2005**

**Intellectual Property Law Group**

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**To: U.S. Patent and Trademark Office –** **From: Christian R. Andersen**  
**Examiner: J. AVELLINO** **Sr. Paralegal – Intellectual Property**  
**Group Art Unit: 2143**

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**Fax:** 703-872-9306 **Pages**  
**with** 15  
**Cover:**

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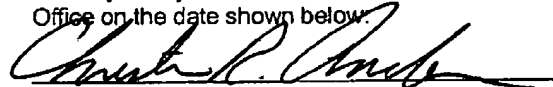
**FORMAL SUBMISSION OF:**

- 1) **Petition for One Month**                      2) **Amendment After Final.**  
**Extension of Time; and**

**Title: GRAPHICAL USER INTERFACE AND METHOD FOR CUSTOMER CENTRIC**  
**Serial No. 09/539,972**  
**Filing Date: March 31, 2000**  
**First Named Inventor: Boris S. ELMAN**  
**Atty. No. 99-873 RCE 1**

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.

  
Christian R. Andersen

Date of Transmission: February 14, 2005